

Hospitals Are Not Hotels: High-Quality Discharges Occur Around The Clock

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High-quality health care is judged by its safety, effectiveness, efficiency, timeliness, patient centeredness, and equity.1 In practice, recent hospital quality efforts have focused on safety, high reliability, clinical pathways, patient flow, and reduction of readmissions,2 which link to the 6 domains of quality and drive high-value care. Because it receives much attention, this discussion focuses on measuring the quality of patient flow, with particular focus on the discharge process.

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